

**City of San Diego  
Independent Rates Oversight Committee (IROC)**

**Public Outreach, Education & Customer Service  
Subcommittee Meeting**

**October 11, 2010  
8:30 a.m. – 10:00 a.m.**

**Meeting Location:  
Metropolitan Operations Complex II, **Conf. Room 1D**  
9192 Topaz Way  
San Diego, CA 92123  
(858) 292-6300**

**AGENDA**

<b>Agenda Item</b>	
1.	Non-Agenda public comment*
2.	Approval of Minutes from May 10, 2010
3.	Public Utilities Department Opinion Study Results
4.	City of San Diego Fraud Hotline – Public Utilities Department plan for communicating the purpose and phone number to all Departmental employees and the public
5.	Discussion: Public Utilities communications plan for educating the public on the various drivers/reasons for water and wastewater rate increases?
6.	Potential future Agenda items
7.	Subcommittee Member Comments
8.	Adjournment

\* This portion of the agenda provides an opportunity for members of the public to address the Subcommittee. Comments are limited to three (3) minutes per individual. Please complete a Speaker's Slip in advance of the start of the meeting. For alternative format or disabled accommodations, please call Monica Musaraca at 858-292-6305.